## DOCKET FILE COPY ORIGINAL

February 24, 2003

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FCC - MAILROOM

Ms. Marlene H. Dortch Secretary Federal Communications Commission 445 12<sup>th</sup> Street S.W.,TW-A325 Washington, DC 20554

Rc: Notification of Transfer of Subscriber Base in CC Docket No. 00-257

Dear Ms. Dortch:

Pursuant to the *Streamlining Order* of May 15, 2001<sup>1</sup>, Grande Communications Networks, Inc. ("Grande Communications") hereby notifies the Commission that it is acquiring part of the subscriber base of TXIJ Communications Telecom Service Company and Fort Bend Long Distance Company. d/b/a TXIJ Communications (collectively "TXU Communications") in sections of Texas. The affected subscribers receive telecommunications services from TXU Communications including: local exchange service and intrastate and interstate domestic interexchange service. Grande Communications will continue to provide those same services to the subscribers transferred to its network. The transfer of subscribers from TXU Communications to Grande Communications will go into effect on or after March 16, 2003.

Grandc Communications hereby certities that it will comply with the advanced subscriber notice requirements in 47 C.F.R. §64.1120(e)(3), with the obligations specified in its notice to subscribers, and with any other statutory and Commission requirements that apply to the streamlined process for compliance with §258 of the Communications Act of 1934, as amended. Please lind enclosed a copy of the notice sent to affected subscribers by Grande Communications.

If you haw any questions regarding this submission, please do not hesitate to contact me.

Very truly yours.

Jahr 4

Gabriel Garcia

Assistant General Counsel for Kegulatory Affairs

enclosure

¹ In /'e 2000 Bicnnial Review - Review of Policies and Rules Concerning Unauthorized Changes of Consumers Long Distance Carriers; Implementation of the Subscriber Canirr Selection Changes Provisions of the Telecommunications Act of 1996; Policies and Rules Concerning Unauthorized Changes of Consumers Long Distance Carriers. CC Docket No. 00-257; CC Docket No. 94-129; FCC 01-016 (rel. May 15, 2001)("Streamlining Order").

City of Houston, Texas MDU's to be converted to Grande Communications Nehvorks, Inc. on or after March 16. 2003.

**Brownstone MDU** Lodge @ Spring Shadows MDU Uptown MDU Canterbury Village SDU Collingham Park MDU Augusta Pines SDU Timberstone MDU Parkhollow (EV) SDU Saddlebrook Crossing SDU Lamplight SDU (Willowfork) Perk @ Fort Bend MDU Terrace at First Colony MDU Highland Meadow Village MDU Alexan Deer Park MDU Fountains MDU Waterside Estates SDU Woodbridge SDU Stonewood MDU Midtown @ Fannin MDU Augusta MDU Saint Andrews MDU Park Terrace SDU Meadow Ridge SDU



401 Carlson Circle San Marcos, Teras 78866



February 13, 2003

Dear Valued Customer:

Welcome to Grande Communications®! As we notified you on January 17, 2003, Grande Communications Networks. Inc. ("Grande") is acquiring part of the customer base of TXU Communications Telecom Services Company and Fort Bend Long Distance Company, d/b/a TXU Communications (collectively "TXU Communications") in sections of Texas, including your account(s), which will transfer on or after March 16,2003 ("Date of Transfer"). This is your notice of transfer for your High-speed DSL, Dial-Up Internet, Local and Long Distance telephone services.

We are excited to bring you Grande's state-of-the-art. broadband services including High-speed DSL. Dial-Up Inlernet. Local and Long Distance telephone services. With Grande, there will be no change in your service charges. You will **now** be part **of** the Grande Family Network<sup>SM</sup>, a service to our customers that allows toll-free calling between Grande phone customers anywhere within our Texas-wide network. Travel calling card customers must eiect to choose Grande's Calling Card services or obtain them through an alternate provider. Shortly, by mail, you'll be receiving new Grande calling cards. Simply follow the instructions received with your new calling cards, and your new Grande cards will be activated.

There is no need for you to take any **action. Your** communications services will automatically upgrade **to** Grande on the Date of Transfer. However, you have the right io select an alternative iocai exchange carrier and/or long distance carrier. Please be aware that all customers, even those who have arrangements for preterred carrier ("PIC") freezes, will be transferred to Grande unless you select another carrier before the Date of Transfer. All existing PIC freezes will be lifted when the account is transferred. If you select an alternative local exchange carrier, you must contact that carrier to arrange a new PIC freeze. If you do not select another carrier by the Date of Transfer your account(s) will automatically convert to Grande without the assessment of any transfer charges. If you select an alternative carrier, however, you may incur an installation and/or transfer charge. Also, if you have a long-term contract with TXU Communications, you may face termination penalties if you choose another carrier before your existing contract expires.

Until Grande transfers your service, you need to continue to call TXU customer service with any inquiries, complaints, or issues. After the Date of Transfer, please call Grande Customer Care toil free at **866-314-4880**.

We appreciate your business, and look forward to serving your Internet and telephone needs in the future. Welcome to the Grande Family!

Sincerely,

J Lyn Findiey

General Manager Houston

## IMPORTANTINFORMATION! PLEASE READ!



The following is an overview of the transition of services that will take place on or after 3/16/03.

## **Billing**

Your bill for services from Grande is for one month in advance for all services. Your previous account history and balance will transfer to Grande at the time of conversion. You will receive a consolidated bill for the services you are currently subscribing to, or sign up for in the future. You will receive your first bill from us within three to ten business days of the Date of Transfer. Please remit payment to the PO. Box address that appears on the envelope supplied in the bill.

You will not receive a final bill from TXU Communications after the Date of Transfer. Your prior account history and balance will roll directly to your Grande account. Please remit payment for any outstanding account balances directly to Grande.

We charge a one-time account set up fee to all new customers. However, as a courtesy to our new customers, we will be waiving this fee for you.

## Local and Long Distance Services

If you currently have TXU Communications local telephone and long distance services, you will not need to change your telephone number or take any action to continue services. As a Grande customer, you are now part of the Grande Family Network<sup>SM</sup>, which allows free long distance calling between Grande Phone Customers in the following cities: Austin, Corpus Christi, Midland, Odessa, San Antonio, San Marcos and Waco.

Grande Customers also have access to our enhanced telephone features including: Caller ID; Call Waiting; Three-way Calling, Speed Dial; Call Return; Auto Redial; Anonymous Call Rejection; Call Waiting **D**;Selective Call Forwarding; Call Blocker; In-bound 800 Number Service; and Grande Calling Cards.

We welcome you into the Grande family! Our commitment is to provide the best communications services available to you with better customer care than you will find anywhere else.

Sincerely, Grande Communications"